

MEMORANDUM

April 17, 2009

TO: Steve Emanuel, Chief Information Officer, Department of Technology Services
Patrick Lacefield, Director, Office of Public Information

FROM: Chris Cihlar, CountyStat Manager

SUBJECT: County Web Portal

The following items were identified for follow up during the April 17, 2009 CountyStat meeting:

1. To address the need for clear and specific web portal governance, define the roles and responsibilities of DTS, PIO and Departments/Offices as it relates to the following aspects of County's web portal: 1) County webmaster, 2) oversight, 3) operations and maintenance, 4) managing content, 5) managing changes and edits, 6) other relevant areas.
Responsible party: Department of Technology Services, Public Information Office
Other parties involved: CountyStat
Deadline: August 1, 2009
2. Subsequent to addressing item #1 above, in order to guide web portal strategy, the webmaster will work with all County departments/offices to evaluate and determine the main objective of their websites (i.e. transactional, or information and outreach.)
Responsible party: DTS or PIO; depending on which has the webmaster responsibility
Other parties involved: CountyStat
Deadline: September 1, 2009
3. Subsequent to addressing item #1 above, the web master will work with all County departments/offices to evaluate and determine the web portal needs as it relates to MC311 project.
Responsible party: DTS or PIO; depending on which has the webmaster responsibility
Other parties involved: CountyStat
Deadline: September 1, 2009
4. Subsequent to addressing items #1 and #2 above, the webmaster will establish a process for website creation and guidance on the availability of website tools, and communicate processes to departmental content managers.
Responsible party: DTS or PIO; depending on which has the webmaster responsibility
Other parties involved: CountyStat
Deadline: October 1, 2009
5. To address the availability of screen real estate, develop a strategy for moving to a wider screen size.
Responsible party: Department of Technology Services
Other parties involved: CountyStat
Deadline: October 1, 2009

6. To address the need for further development of opportunities for training and information sharing, evaluate the following next steps: consider how to best publicize current information sharing efforts, evaluate informal options to increase cross department training, resource, and information sharing, and determine the requirements for a formal IT knowledge management program.

Responsible party: Department of Technology Services, Public Information Office

Other parties involved: CountyStat

Deadline: October 1, 2009

7. As an interim measure, to address the web portal's look, feel, and usability, evaluate whether to implement the recommendations of the usability study.

Responsible party: Department of Technology Services, Public Information Office

Other parties involved: CountyStat

Deadline: August 1, 2009

8. Develop a mobile device-accessible version of the County web portal.

Responsible party: Department of Technology Services

Other parties involved: Public Information Office, CountyStat

Deadline: September 1, 2009

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer